

**Report of Findings
Of the Cultural Competency Training**

For The

**SC Department of Mental Health
No Wrong Door Initiative**

**Submitted By:
The South Carolina Commission
for Minority Affairs
2009**

Janie A. Davis – Executive Director

**Lee McElveen – Hispanic Affairs Program Coordinator
Marcy Hayden – Native American Affairs Program Coordinator
Sheila Albergottie – African American Affairs Program Coordinator**

Benjamin Washington, Jr. – Research Program Manager

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Introduction

The efficient utilization of federal and state dollars by state agencies continues to undergo scrutiny by federal and state officials, as well as various groups with political and social agendas. This scrutiny is occurring at the same time that the needs for services is growing, with demands desired by an increasingly diverse population.

To meet the service needs of a diverse population requires that both management and staff of state agencies understand the unique cultural and social differences of each population. The ability of management and staff to provide culturally competent, culturally sensitive direct services to individuals and families requires on-going commitment of time and resources, paired with the implementation of standardized management and staff policies and procedures within the agency.

To address cultural competency within its agency, the SC Department of Mental Health – No Wrong Door Project contracted with the SC Commission for Minority Affairs to provide training for management and staff. This training focused on each of the state's minority populations in which the Commission serves: the African American, Native American, and Hispanic-Latino population. Training workshops were held at seven pilot sites around the state. The overall goal(s) of the training workshops along with findings are contained within this document.

Purpose of Cultural Competency Training

The SC Department of Mental Health provides comprehensive mental health services to eligible individuals and family members throughout the state of South Carolina. It works in partnership with other state agencies and private sector providers to ensure that individuals and family members who require mental health services receive them. An important concern regarding management at the South Carolina Department of Mental Health was making sure that not only were comprehensive services provided to those who were eligible to receive them, but also that management and staff were aware of and accounted for cultural (and where possible), racial and linguistic differences among its client population when services are provided.

The SC Department of Mental Health (SCDMH) is presently in the last year of the No Wrong Door Grant Initiative. This initiative is an agency collaboration between the following participating state agencies:

- SC Department of Alcohol and Other Drug Abuse Services (SC DAODAS)
- SC Department of Social Services (SCDSS)
- Continuum of Care (COC)
- SC Department of Education (SCDOE)
- SC Department of Health and Human Services (SCDHH)
- SC Department of Juvenile Justice (SCDJJ)

The No Wrong Door Initiative focuses on multiple points of entry by the mental health population to ensure that individuals who are eligible to receive (comprehensive) mental health services get the proper referral to treatment services regardless on where they may initially

request the services or enter into the system. As one of the lead agencies on the federal grant, the Department of Mental Health contracted with the South Carolina Commission for Minority Affairs to provide staff training in cultural competency.

The South Carolina Commission for Minority Affairs is the state agency which addresses socioeconomic poverty and deprivation among the minority population in South Carolina. It is statutorily responsible for conducting research, information dissemination, and serving as a catalyst to work in partnership with state agencies to link the African American, Native American, Hispanic-Latino and Asian population to programs and services. As part of its contract with the Department of Mental Health, the Program Coordinator staff provided training to state agency management and staff on cultural competency. This training consisted of the following workshop components:

SC CMA Cultural Competency Training Workshop Components

- Overview of South Carolina's Minority Population(s)
 - 1. African-American
 - 2. Native-American
 - 3. Hispanic-Latino
 - 4. Other Population Service Needs
- Pre-Test on Cultural and Racial Differences
- Presentation on the Provisional Culturally Sensitive Agency Services to Diverse Populations
 - 1. African-American
 - 2. Native-American
 - 3. Hispanic-Latino
 - 4. Other Population Service Needs
- Questions and Answers on Cultural (Racial) Sensitivity
- Post-Test on Cultural and Racial Differences
- Workshop Evaluation

Workshops were held between May and July, 2009 at seven county sites around the state:

- Anderson
- Fairfield
- Georgetown
- Horry
- Oconee
- Pickens
- York

The remaining sections of this document provide finding(s) based on the post-test response information given by participants at each of the Cultural Competency Workshops held.

Findings of Workshop Participants

Each workshop participant was asked to state whether they "agreed" or "disagreed" to one of fifteen statements commonly used to gauge one's perspective on their understanding of cultural

and/or racial differences. The fifteen Pre-Test, Post-Test Statements are included in the Appendix to this document.

Location of Training Pilot Staff Sites

The Appendix provides total responses for each of the fifteen statements. Across the seven pilot sites, a total of 205 individuals completed both the pre-test and post-test. Overall, a total of 235 management and staff participated in the Workshops. It is important to note that detailed totals may not add to 235 participants for the individual site responses. This can be due to some individual participants not completing the post-test. The site hosting the Anderson County Culturally Competency Workshop was the only site where a pre-test was not administered. Combined participation by representatives and staff from other agencies that provide mental health treatment services and support was common at each of the sites where the cultural competency training was held.

Overall Site Totals

Site totals for the seven pilot sites are provided for each of the fifteen statements that participants was asked to respond both before and after the cultural competency workshop sessions were held. Overall total responses by those participating in the Workshop range between 231 and 234 participant responses for all sites. Total overall responses for “Agreed” versus “Disagree” range from a low of 9 (*Statement 12 – “You can usually tell a person’s culture by a person’s physical features”*) to statement to 227 (*Statement 2 – “Each person in the family should have an equal opportunity to express their views”*). Statements in which the overall site responded by workshop participants who stated they agreed were high include:

Chart 1: Five Highest Post-Test Responses for Statements In Which Participants “Agreed” (All Seven Pilot Sites)

Statement Number	Number Agreeing	Listing of Statements
2	227	2. Each person in the family being treated should have an equal opportunity to express their views.
13	220	13. Cultural differences exists and impact the delivery of services.
11	220	11. Each organization, group and institution has its own culture.
1	135	14. All clients who seek services should be treated the same.
4	114	4. Although many languages exist, concepts such as family are universally understood.

Individual Detailed Totals By Sites

Detailed totals are provided in the Appendix for each individual site in which the cultural competency workshops were held. Regardless of the statement, participant attendance by staff

were lowest (in relative terms) in Georgetown, Horry and Pickens Counties (23, 25 and 17 participants in attendance, respectively). Participation was highest in Oconee, Fairfield, Anderson, and York Counties (71, 64, 34, and 31) participants, respectively. An examination of the cultural competency statements by individual sites with the highest total participation among workshop participants who stated that they agreed with the most are listed in the chart below.

Chart 2: Five Highest Post-Test Responses for Statements In Which Participants “Agreed” (Individual County Sites)

County Site	Statement Numbers	Listing of Statements With High Response Totals
Oconee	1, 2, 5	1 – Clients who seek services should be treated the same
Fairfield	1, 2, 9, 11	2 – Each person in the family being treated should have equal opportunity to express their views
Anderson	2, 11, 13	9 – Obtaining appropriate training and education assures cultural competence.
York	2, 11, 13	11 – Each organization, group, and institution has its own culture.
		13 – Cultural differences exists and impact the delivery of services.

The remaining statements in which participants at the cultural competency workshops provided total responses indicate that most participants expressed only low to moderate agreement. In these cases, the number of participants who agreed with the statement range from one (1) to fifteen (15). The chart below lists these sites along with the statements.

Chart 3: Cultural Competency Statements For sites Which Could Be Interpreted As Having Low to Moderate Agreement (Individual County Sites)

County Site	Statement Numbers	Listing of Statements With Low to Moderate Response Totals
Georgetown	4, 5, 6, 10	3 – All behaviors and attitudes are learned from a person’s immediate family.
		4 – Although many languages exist, concepts such as family are universally understood.
Horry	3, 7, 10, 12	5 - The purpose of helping clients is to successfully bring them into the mainstream.
		6 – A person understands another culture if s/he knows the language, history, cuisine and customs of that culture.
		7 – A person who is working with clients of different ethnic minorities is culturally competent.
Pickens	3, 7, 10, 12	10 – An agency which employs persons of color is culturally competent.
		12 – You can usually tell a person’s culture by a person’s physical features.

Post Test Results – Overall Site Averages With Rankings

Chart 4 provides overall Post-Test average percentages for all seven pilot sites.

**Chart 4: Post-Test Results From Cultural Competency Workshops
Held at Pilot Sites: Site Averages Agreed**

Cultural Competency Statement	Percentage Agreed (With Rankings)	
1. All clients who seek services should be treated the same.	52.62	4 th
2. Each person in the family should have equal opportunity to express their views.	89.04	1 st
3. All behavior and attitudes are learned from a person's immediate family.	14.73	14 th
4. Although many languages exist, concepts such as family are universally understood	47.32	5 th
5. The purpose of helping clients is to successfully bring them into the mainstream.	38.86	8 th
6. A person understands another culture if s/he knows the language, history, cuisine, culture.	36.13	9 th
7. A person who is open to working with clients of different ethnic minorities is culturally competent.	28.32	11 th
8. A person of ethnic minority is more attuned to ethnic differences than a person of the mainstream.	33.53	10 th
9. Obtaining appropriate training and education assures cultural competence.	41.79	6 th
10. An agency which employs persons of color is culturally competent.	15.25	13 th
11. Each organization, group and institution has its own culture.	82.85	3 rd
12. You can usually tell a person's culture by a person's physical features.	3.88	15 th
13. Cultural differences exist and impact the delivery of services.	87.65	2 nd
14. Each culture has its own way of thinking and some ways are better than others.	39.96	7 th
15. A person of ethnic minority would interpret a different cultural behavior better than that of the mainstream.	26.90	12 th

An examination of the percentage of the respondents stating that they “agreed” with each statement reveals that the highest percentage of agreement was for the following five statements:

Statement Number	Average Percentage of Respondents in Agreement (All Seven Pilot Sites)	Listing of Statements With Highest Percent Response “Agreed”
2	89.04	2. Each person in the family should have equal opportunity to express their views.
13	87.65	13. Cultural differences exist and impact the delivery of services.
11	82.85	11. Each organization, group and institution has its own culture.
1	52.62	1. All clients who seek services should be treated the same.
4	47.32	4. Although many languages exist, concepts such as family are universally understood

These top five percentages seem to indicate a consistency regarding providing mental health treatment and support services:

- To each individual member of the family (Statement 2)
- Which recognizes the racial, ethnic and cultural differences of individuals or family members seeking mental health services (Statement 13)
- That recognizes the unique cultural differences and the potential impact of those differences in the provision of services (Statement 11, 1, 4)

Statements 1 and 4 respectively were agreed upon by approximately half of the respondents from all sites. Recall, a total of 205 staff persons involved with providing comprehensive mental health treatment services completed both the pre-test and post-test. The percentage responses for these two statements may indicate that some staff persons may regard Statement 1 (***All clients who seek services should be treated the same.***) to mean that [while] all clients should receive the same level of treatment based on some standardized clinical procedure, each person is “a unique individual”. Statement 4 may indicate that based on the location of the mental health site (around the state), that some mental health workers may be unaccustomed to working with or may be unaware of the other minority populations. This could especially be true with the Hispanic population in the Upstate regional pilot sites (Oconee and Pickens) counties, and/or the Native American population across all seven county pilot locations. These points may emphasize the need for management within the SC Department of Mental Health and other state agencies which provide treatment services to provide follow-up training with their staffs, or identify and implement best practices through the National Center for Cultural Competency (NCCC), or through their discipline’s accrediting or licensing professional body.

Chart 5 also looks at Post-test results from the Cultural Competency Workshops held at the seven pilot sites, however this chart focuses on those statements in which the 205 respondents disagreed by high percentages.

**Chart 5: Post-Test Results From Cultural Competency Workshops
Held at Pilot Sites: Response Site Averages – “Disagreed”**

Cultural Competency Statement	Percentage Disagreed (With Rankings)	
1. All clients who seek services should be treated the same.	39.03	12 th
2. Each person in the family should have equal opportunity to express their views.	3.76	15 th
3. All behavior and attitudes are learned from a person's immediate family.	77.84	2 nd
4. Although many languages exist, concepts such as family are universally understood	43.96	11 th
5. The purpose of helping clients is to successfully bring them into the mainstream.	52.56	8 th
6. A person understands another culture if s/he knows the language, history, cuisine, culture.	55.45	7 th
7. A person who is open to working with clients of different ethnic minorities is culturally competent.	63.59	5 th
8. A person of ethnic minority is more attuned to ethnic differences than a person of the mainstream.	58.72	6 th
9. Obtaining appropriate training and education assures cultural competence.	50.22	10 th
10. An agency which employs persons of color is culturally competent.	76.75	3 rd
11. Each organization, group and institution has its own culture.	8.63	13 th
12. You can usually tell a person's culture by a person's physical features.	87.79	1 st
13. Cultural differences exist and impact the delivery of services.	4.26	14 th
14. Each culture has its own way of thinking and some ways are better than others.	51.71	9 th
15. A person of ethnic minority would interpret a different cultural behavior better than that of the mainstream.	64.44	4 th

Percentage disagreement was highest for the following five top statements:

Statement Number	Average Percentage of Respondents Who Disagreed (All Seven Pilot Sites)	Listing of Statements With Highest Percent Response "Disagreed"
12	87.79	12. You can usually tell a person's culture by a person's physical features.
3	77.84	3. All behavior and attitudes are learned from a person's immediate family.
10	76.75	10. An agency which employs persons of color is culturally competent.
15	64.44	15. A person of ethnic minority would interpret a different cultural behavior better than that of the mainstream.
7	63.59	7. A person who is open to working with clients of different ethnic minorities is culturally competent.

A consideration of these top five statements indicates that participants from the seven pilot sites:

- Do not identify, stigmatize, or link a person's cultural identity to their physical features (Statement 12).
- Do not feel that the immediate family does influence a client's behavior or attitude(s) (Statement 3).
- Do not feel that employing someone of another color means that an individual or organization is culturally competent (Statement 10).
- Do not feel that an [ethnic] minority would better interpret different cultural behavior than an individual representing the mainstream (of that culture, region, or service area [around the State of South Carolina] (Statement 15)).
- Do not feel that openness to working with ethnic minorities the same thing as being culturally competent (Statement 7).

Collectively, between two-thirds and more than four-fifths of workshop participants disagreed with these top five statements. These percentages were higher in magnitude than at least two of the statements in which the workshop participants agreed.

The magnitude of disagreement stated through the answers provided could reflect the outcomes provided through the cultural competency presentations given by each Program Coordinator of the SC Commission for Minority Affairs. In other words, the unique cultural and ethnic information about the African-American, Native American, and Hispanic-Latino populations could have provided new insight to workshop participants in terms of increasing or improving cultural competency. [However] More information would need to be analyzed based on additional training and implementation of policies and procedures with each of the pilot sites, as well as the remaining mental health offices around the state.

**Post Test Percentage Response Detailed Statistics and
Charts for Each Cultural Competency Statement**

The remainder of this document provides both detailed percentage response information in the form of tables and color bar charts for each of the fifteen cultural competency statements given during the workshops held in the seven pilot county sites. The color charts enable the reader to see a visual comparison of how the individual pilot site average compares to the overall site average for all seven pilot sites combined. These comparisons can be made for each statement, so that the extent to which an individual site agreed (or disagreed) to a particular statement can be determined. This information can be used internally by management to provide additional training to help ensure that new practices can be implemented to improve comprehensive yet culturally relevant provision of mental health treatment and related agency services.

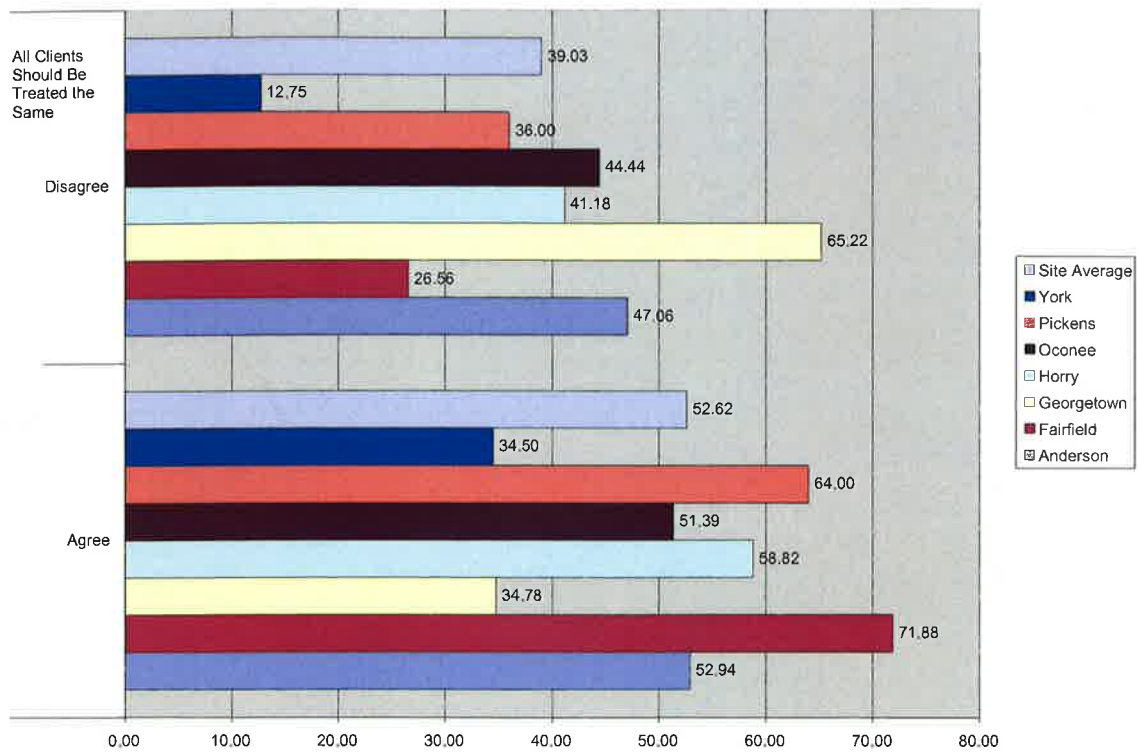
	All Clients Should Be Treated the Same		Each Person In Family Should Have Equal Opportunity To Express Their Views		All Behavior and Attitudes Are Learned From Person's Immediate Family		Though Many Languages Family Concept Universally Understood	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	52.94	47.06	91.18	8.82	23.53	76.47	55.88	44.12
Fairfield	71.88	26.56	96.88	5.88	21.88	78.13	51.56	45.31
Georgetown	34.78	65.22	100.00	0.00	17.39	82.61	43.48	52.17
Horry	58.82	41.18	94.12	2.94	11.76	88.24	64.71	35.29
Oconee	51.39	44.44	98.61	2.94	9.72	90.28	38.89	61.11
Pickens	64.00	36.00	96.00	2.94	8.33	91.67	52.00	48.00
York	34.50	12.75	46.50	2.82	10.50	37.50	24.75	21.75
Site Average	52.62	39.03	89.04	3.76	14.73	77.84	47.32	43.96

	Purpose of Helping Clients to Bring Them Into Mainstream		Understand Culture Through Language - History - Cuisine - Customs		Competent Persons Will Work W/Diff Ethnic Minority Clients		Ethnic Minorities More Attuned Than That of the Mainstream	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	44.12	55.88	41.18	58.82	32.35	67.65	41.18	58.82
Fairfield	53.13	45.31	43.75	51.56	37.50	59.38	40.63	57.81
Georgetown	26.09	69.57	65.22	34.78	34.78	65.22	39.13	60.87
Horry	47.06	52.94	17.65	82.35	29.41	70.59	29.41	70.59
Oconee	36.11	62.50	36.11	63.89	22.22	77.78	20.83	79.17
Pickens	40.00	60.00	28.00	72.00	24.00	76.00	44.00	56.00
York	25.50	21.75	21.00	24.75	18.00	28.50	19.50	27.75
Site Average	38.86	52.56	36.13	55.45	28.32	63.59	33.53	58.72

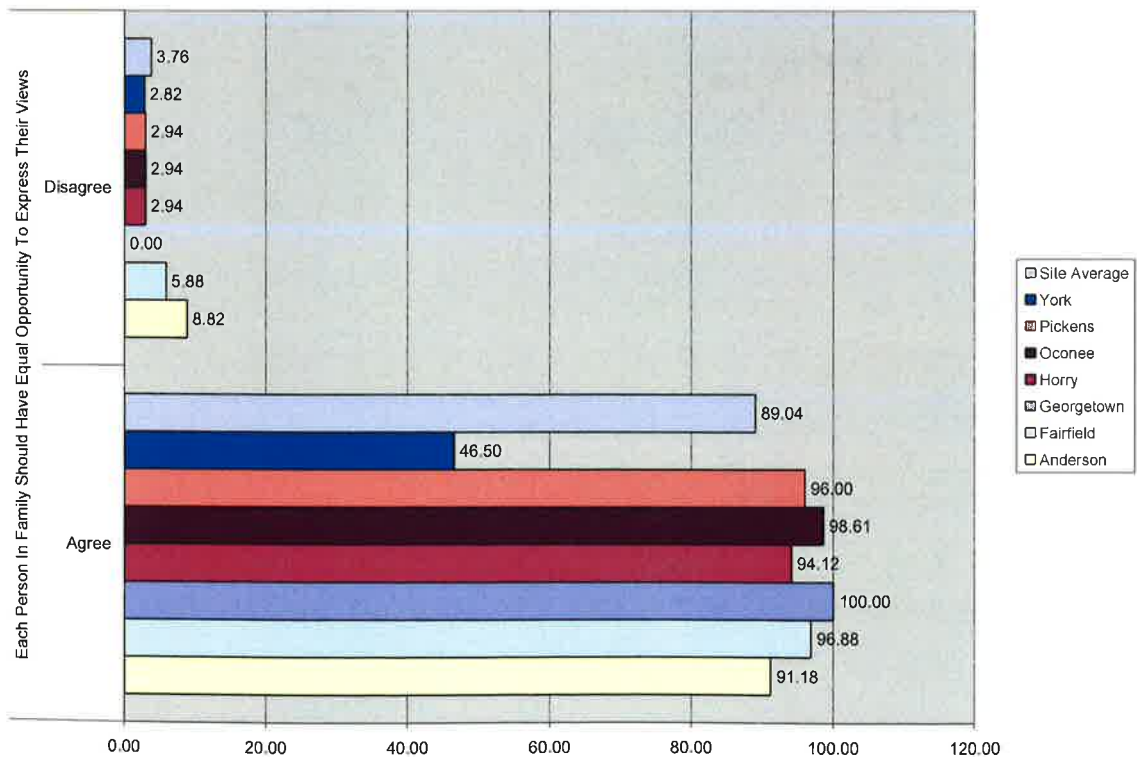
	Obtaining Appropriate Training-Education Ensures Competence		Agency Employing Persons of Color is Culturally Competent		Each Organization-Group-Institution Has Its Own Culture		A Persons Culture Can Be Seen in Persons Physical Features	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	44.12	55.88	11.76	88.24	100.00	0.00	0.00	100.00
Fairfield	54.69	45.31	25.00	75.00	84.38	14.06	7.81	90.63
Georgetown	47.83	52.17	17.39	82.61	91.30	8.70	4.35	95.65
Horry	35.29	64.71	17.65	82.35	88.24	11.76	5.88	94.12
Oconee	40.28	59.72	6.94	93.06	87.50	11.11	1.39	98.61
Pickens	44.00	52.00	16.00	80.00	88.00	8.00	4.00	92.00
York	26.25	21.75	12.00	36.00	40.50	6.75	3.75	43.50
Site Average	41.78	50.22	15.25	76.75	82.85	8.63	3.88	87.79

	Cultural Differences Exist and Impact Service Delivery		Each Culture Has Own Thinking - Some Ways Better Than Others		Ethnic Minorities Inter. Cult. Beh. Diff. than Mainstream	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	97.06	2.94	41.18	58.82	32.35	67.65
Fairfield	89.06	7.81	50.00	48.44	31.25	65.63
Georgetown	95.65	4.35	26.09	73.91	30.43	69.57
Horry	100.00	0.00	52.94	47.06	29.41	70.59
Oconee	93.06	6.94	37.50	62.50	13.89	86.11
Pickens	96.00	4.00	48.00	48.00	36.00	60.00
York	42.75	3.75	24.00	23.25	15.00	31.50
Site Average	87.65	4.26	39.96	51.71	26.90	64.44

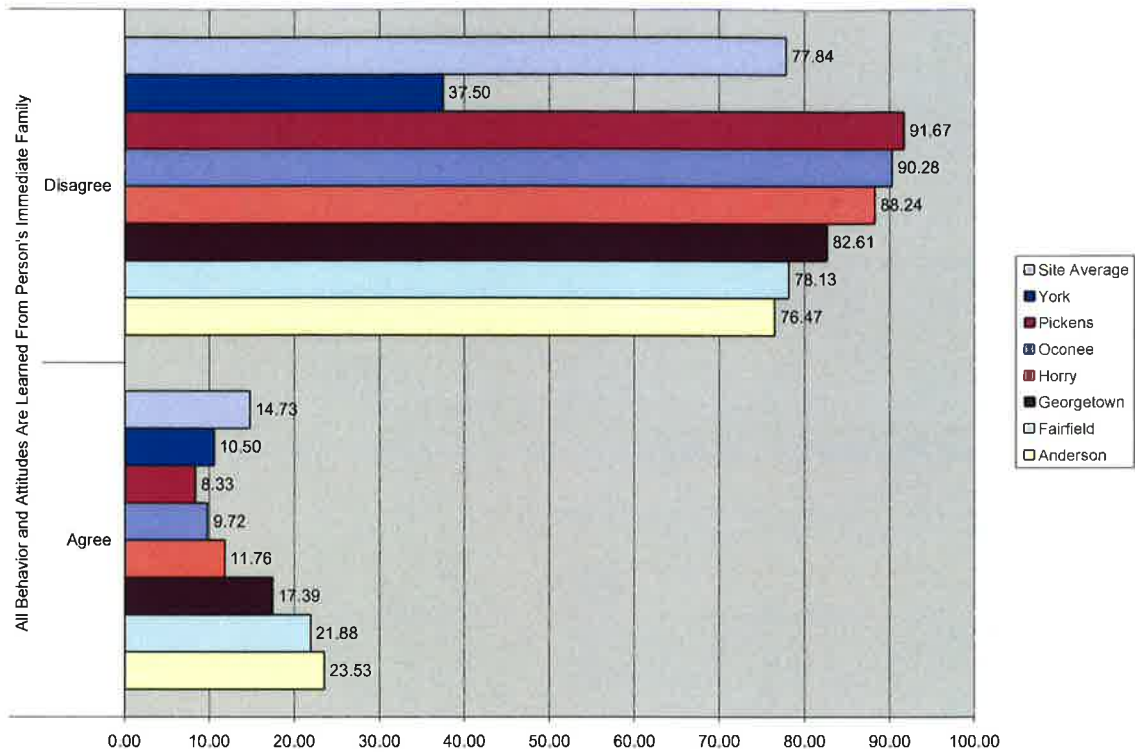
All clients who seek services should be treated the same.



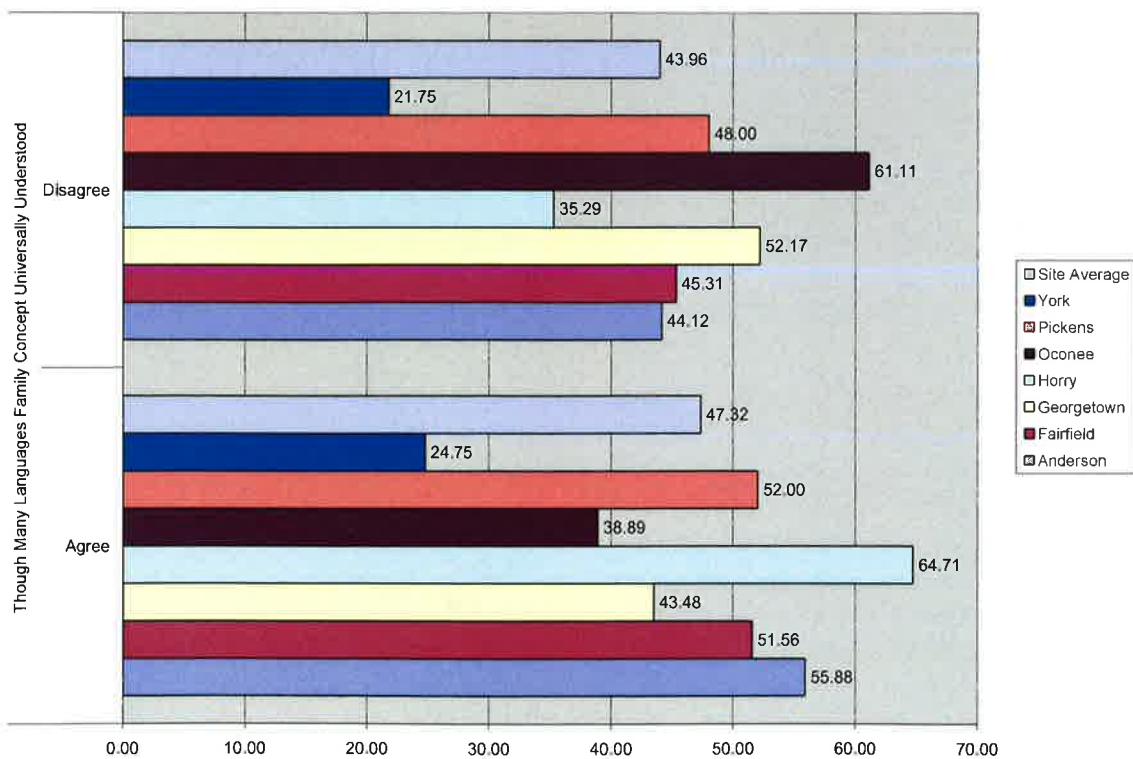
Each person in the family should have equal opportunity to express their views.



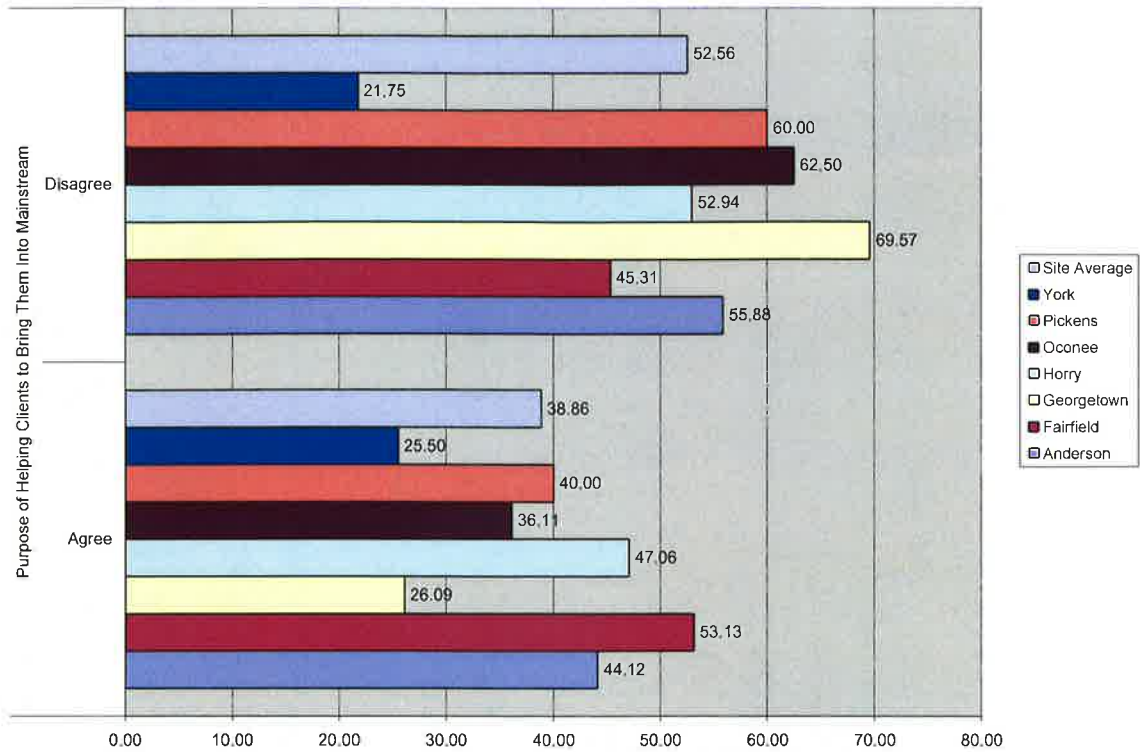
All behavior and attitudes are learned from a person's immediate family.



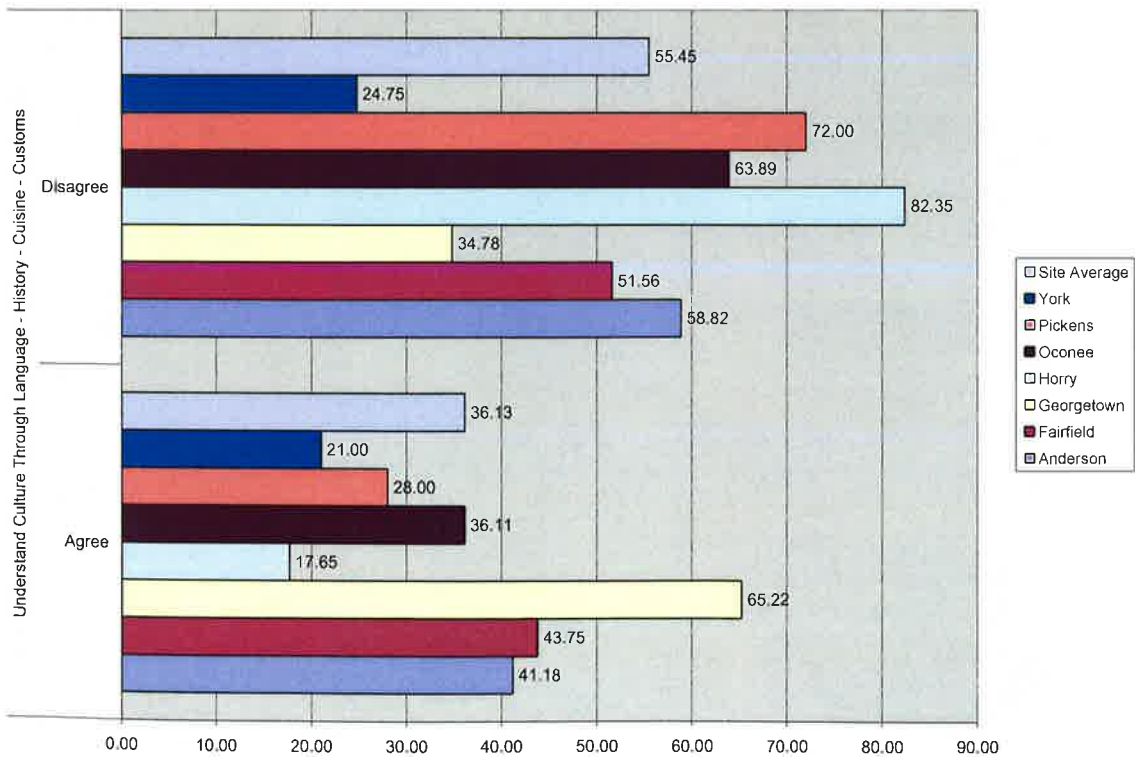
Although many languages exist; concepts such as family are universally understood.



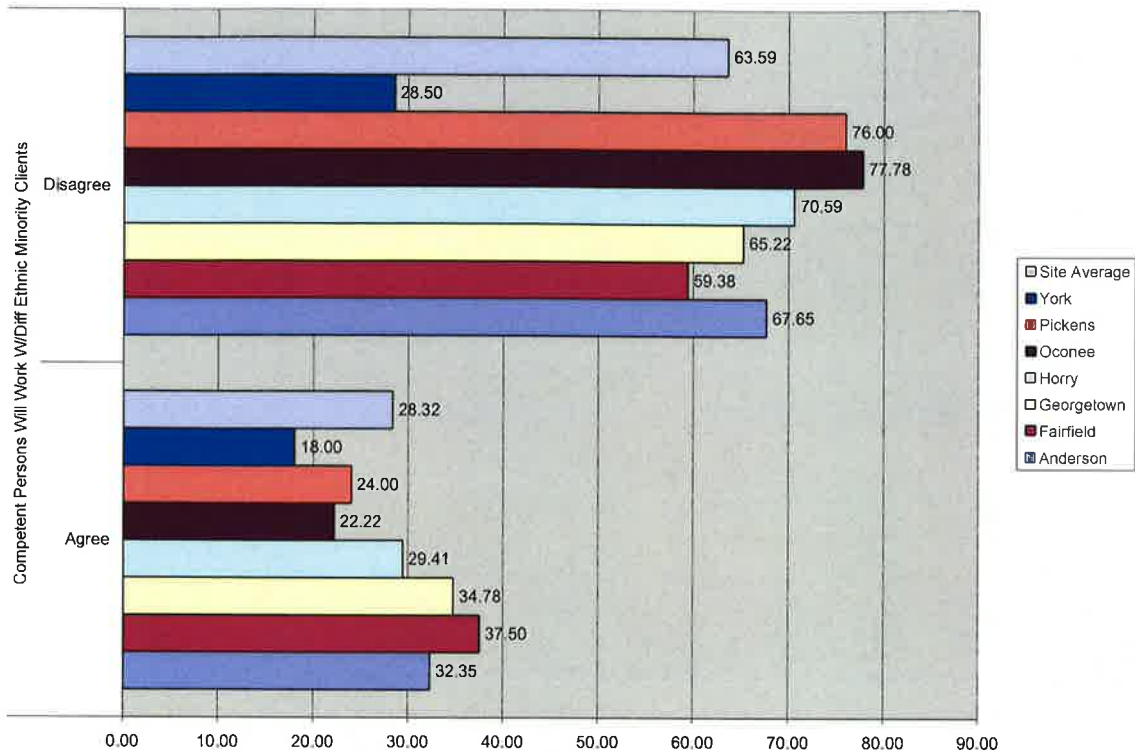
The purpose of helping clients is to successfully bring them into the mainstream.



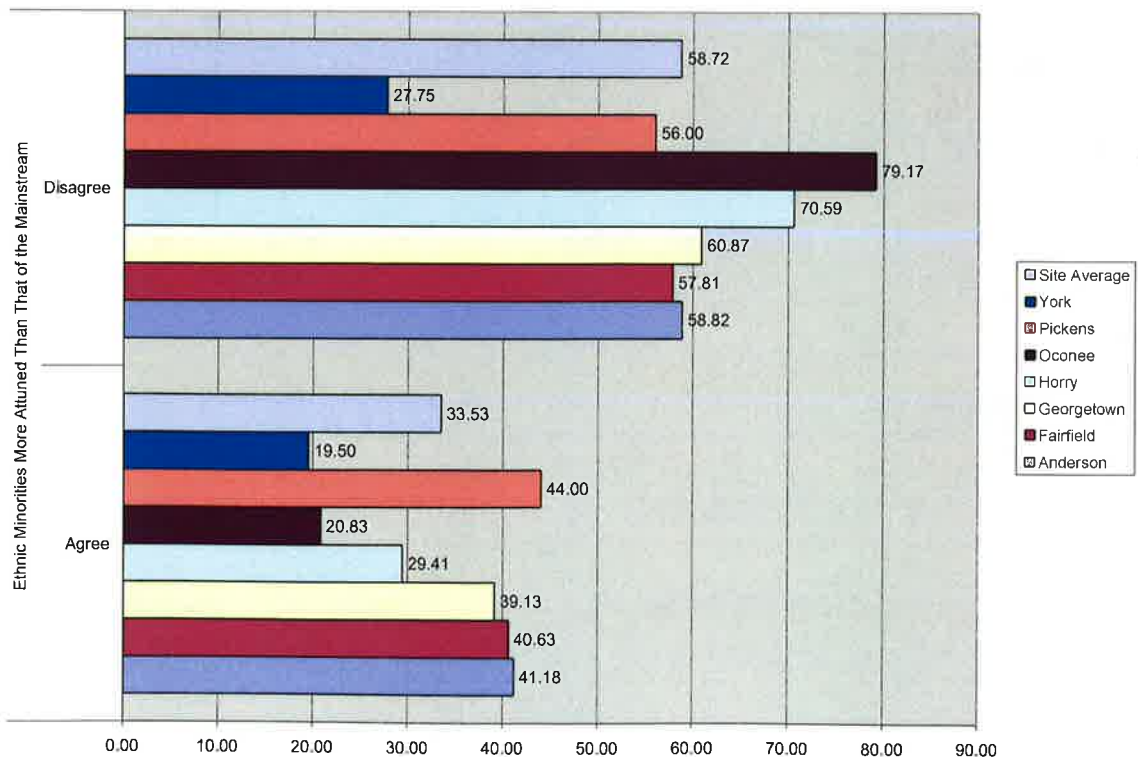
A person understands another culture if s/he knows the language, history, cuisine, culture.



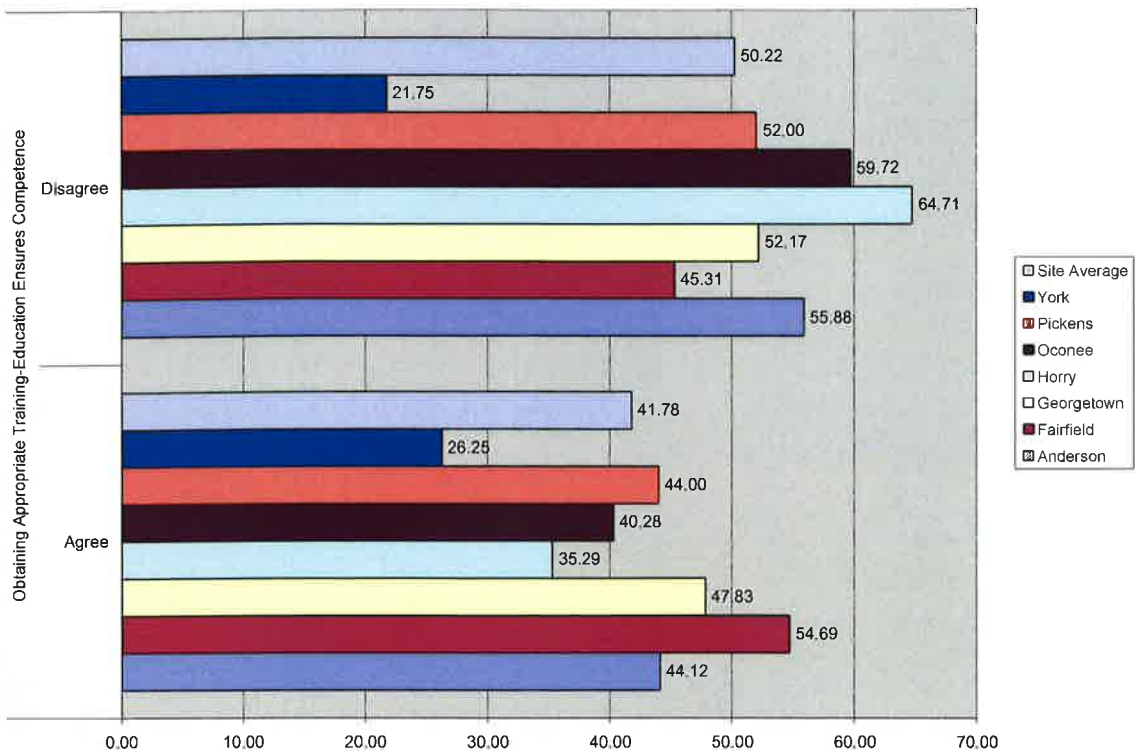
**A person who is open to working with clients of different ethnic minorities
is culturally competent.**



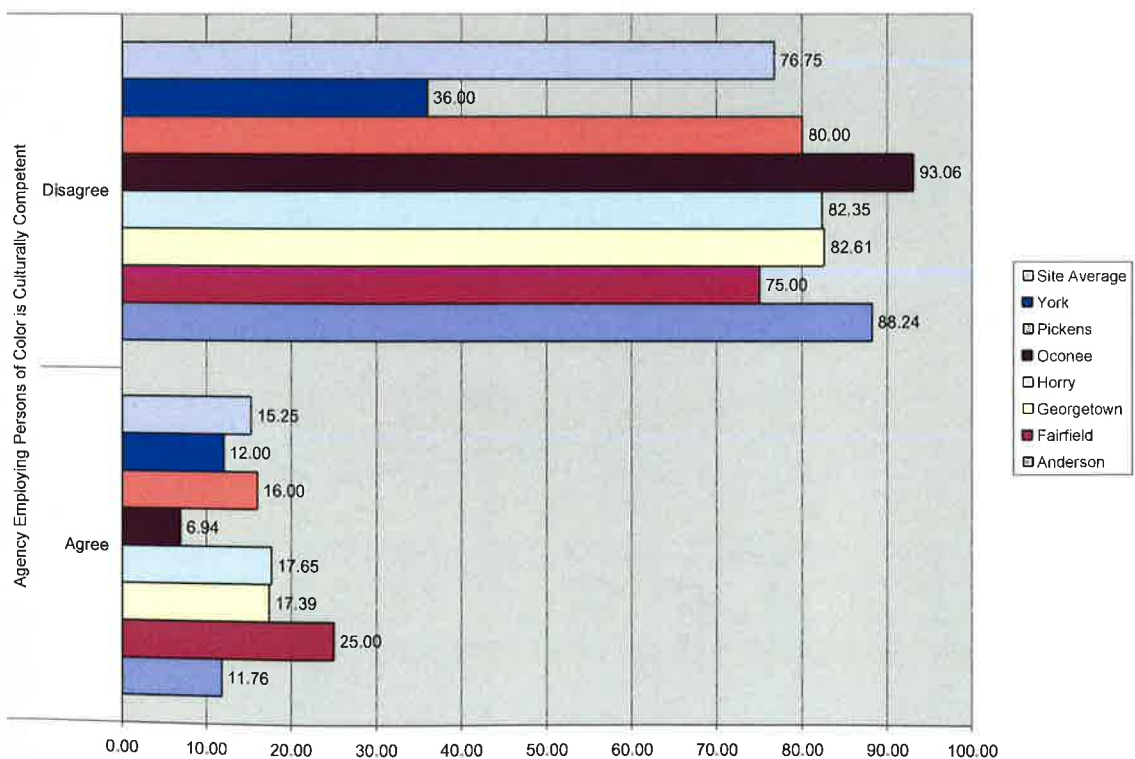
**A person of ethnic minority is more attuned to ethnic differences
than a person of the mainstream.**



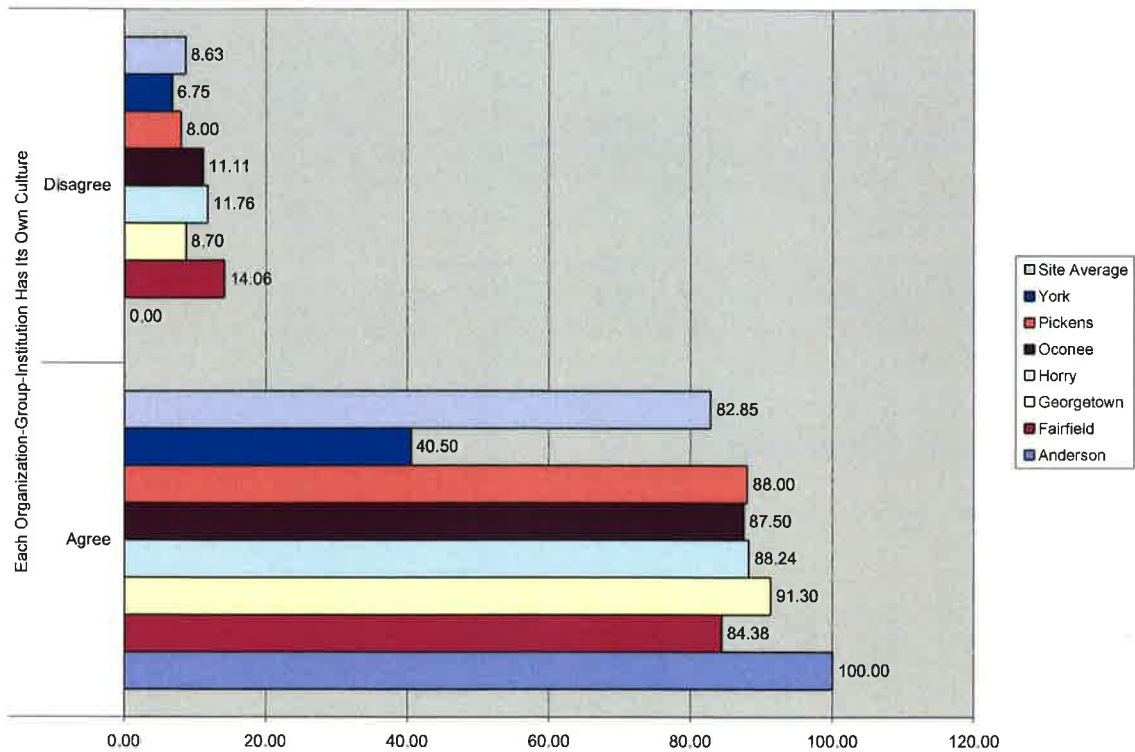
Obtaining appropriate training and education assures cultural competence.



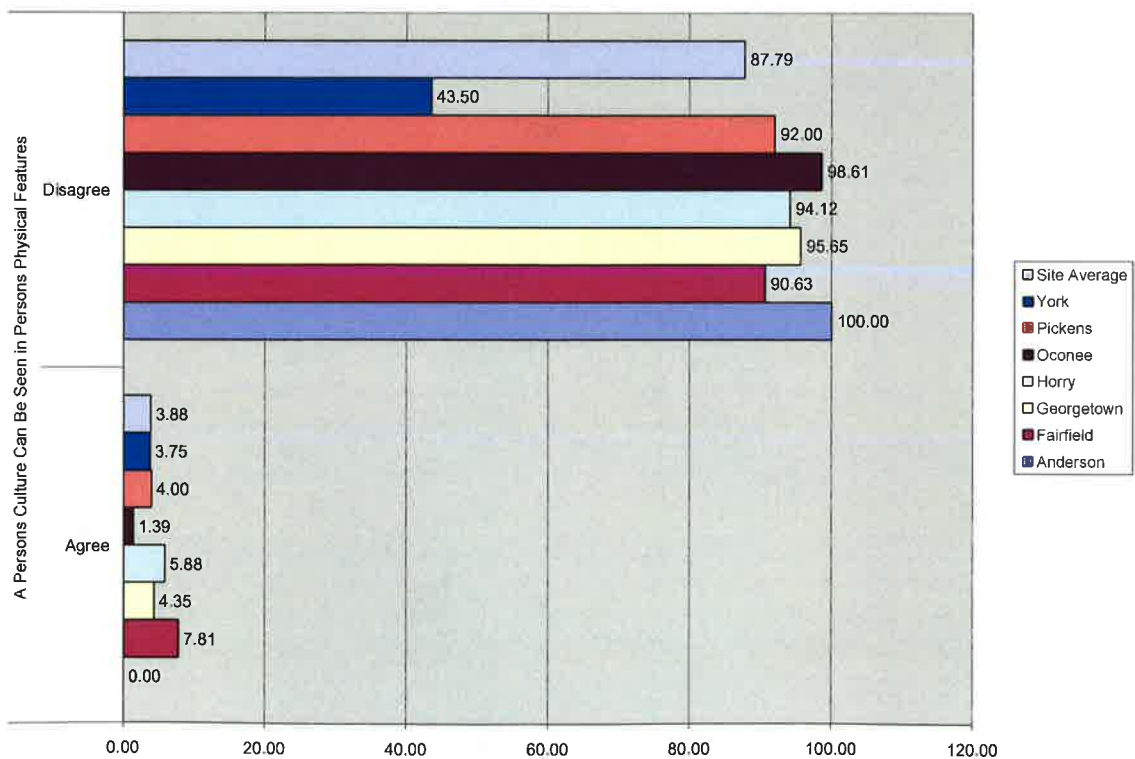
An agency which employs persons of color is culturally competent.



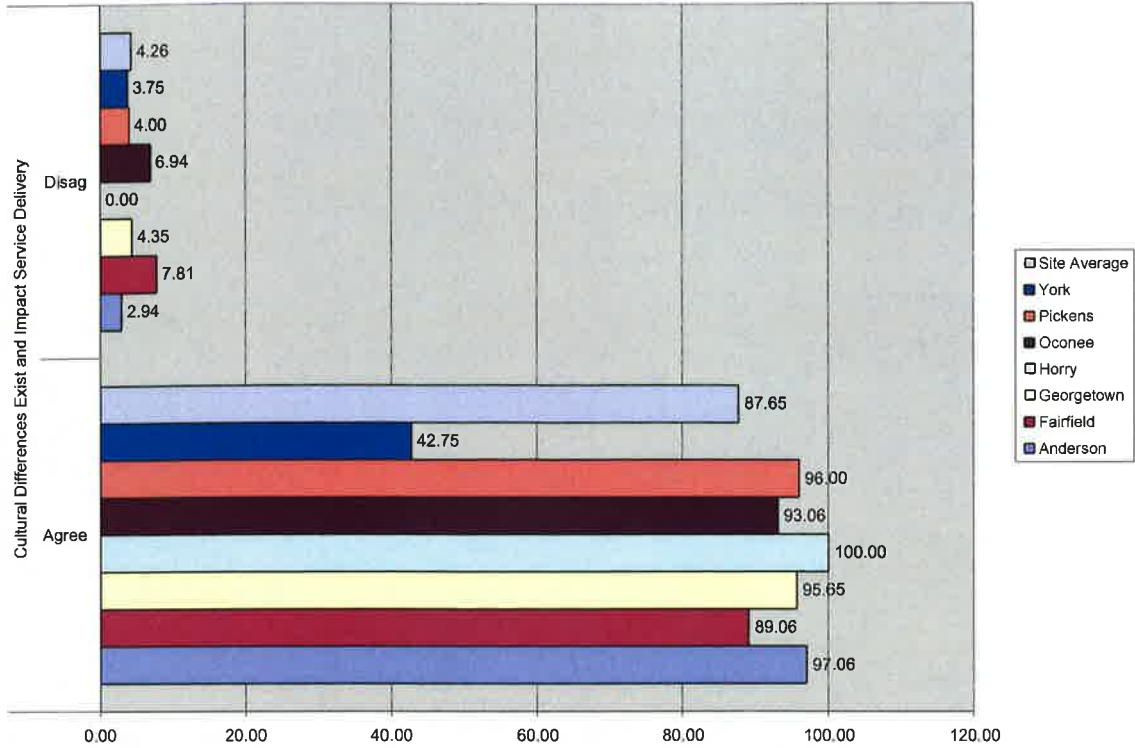
Each organization, group and institution has its own culture.



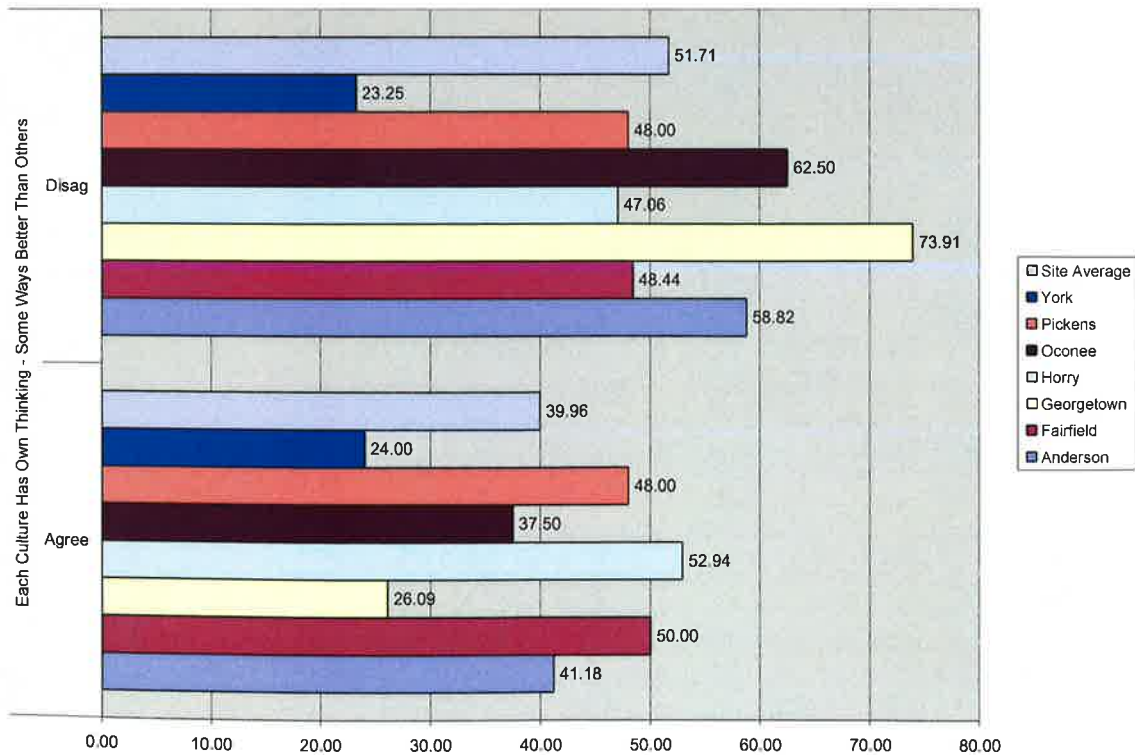
You can usually tell a person's culture by a person's physical features.



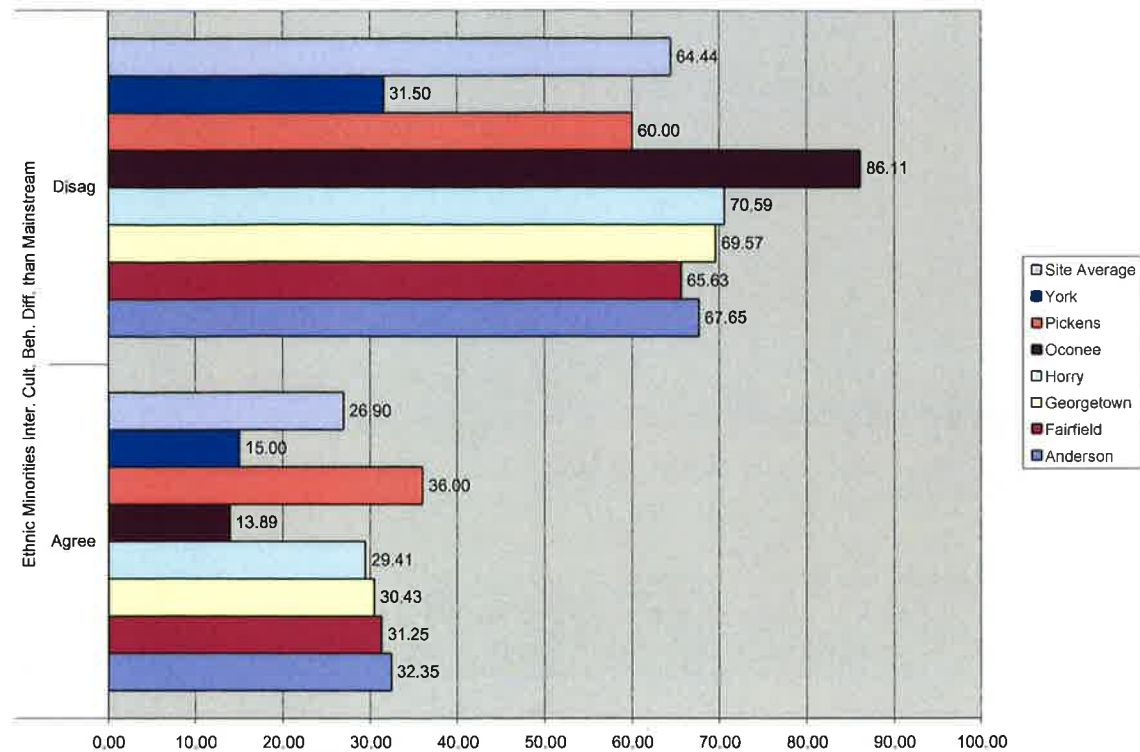
Cultural differences exist and impact the delivery of services.



Each culture has its own way of thinking and some ways are better than others.



A person of ethnic minority would interpret a different cultural behavior better than a person of the mainstream.



Recommendations

The findings provided in this report represent an initial assessment of data collected from seven pilot counties across the state. It is recommended by each Program Coordinator: African American, Native American, and Hispanic-Latino, that state agencies consider the following recommendations

1. Identify more closely each unique population within your agency primary service area,
2. At a minimum, have each individual employee complete the National Center for Cultural Competency's Diversity Survey,
3. Develop and implement agency-wide and individual standards of cultural competency,
4. Employ a realistic implementation schedule with the appropriate training (discipline or accrediting body specific) in the areas of cultural competency as suggested by the National Center for Cultural Competence,
5. Maintain partnership and collaboration with the SC Commission for Minority Affairs and other agencies to provide on-going population specific training in (agency specific areas related to) cultural competency,

6. When possible, interact in a variety of settings where management and staff are able to learn about other people's culture. (For example, cultural specific activities including festivals, Pow Wows and other cultural events)
7. Research, identify and implement best practices found from across the state and nation.
8. Where applicable or possible, seek additional funding through state appropriations, federal and private sector grants, and continue collaboration with the SC Commission for Minority Affairs on cultural competency training designated to serve each population.

Conclusion

The provision of culturally sensitive and relevant services to diverse populations of clients in light of budget changes and priorities is critical for all state agencies. This can eliminate feelings of disillusionment and misunderstanding from constituent populations around South Carolina. South Carolina is continuing to undergo demographic, ethnic and cultural change similar to other states. In particular, the state has seen dramatic increases in the Hispanic population in several counties throughout the state over the past fifteen years. In addition, many state employees and everyday citizens do not realize that Native Americans live in the state. Finally, one out of every three South Carolinians on average, is African-American with higher percentages common in approximately twenty-two of the state's forty-six counties. These demographic characteristics of the state require that state agency management and staff are aware of how these trends can impact service provision.

The analysis findings represent results from a post-test assessment of pilot sites. An extensive analysis would consider a detailed comparison of each statement with every other statement within both a theoretical and a discipline-specific context based on the agency providing the service(s) to the constituent population. The Research staff at the South Carolina Commission for Minority Affairs is available to assist the South Carolina Department of Mental Health with this work on behalf of the Minority populations it serves.

Appendix Cover Page

**Pre-Test – Post-Test Survey Statements
Total Response Statistics by Pilot Site**

Cultural Competency Pre – Post Test

For each statement listed below, determine whether you agree (A) or disagree (D) and place a check mark in the appropriate column.

		A	D
1.	All clients who seek services should be treated the same.	<input type="checkbox"/>	<input type="checkbox"/>
2.	Each person in the family being treated should have equal opportunity to express their views.	<input type="checkbox"/>	<input type="checkbox"/>
3.	All behavior and attitudes are learned from a person's immediate family.	<input type="checkbox"/>	<input type="checkbox"/>
4.	Although many languages exist, concepts such as family are universally understood.	<input type="checkbox"/>	<input type="checkbox"/>
5.	The purpose of helping clients is to successfully bring them into the mainstream.	<input type="checkbox"/>	<input type="checkbox"/>
6.	A person understands another culture if s/he knows the language, history, cuisine, and customs of that culture.	<input type="checkbox"/>	<input type="checkbox"/>
7.	A person who is open to working with clients of different ethnic minorities is culturally competent.	<input type="checkbox"/>	<input type="checkbox"/>
8.	A person of ethnic minority is more attuned to cultural differences than a person of the mainstream.	<input type="checkbox"/>	<input type="checkbox"/>
9.	Obtaining appropriate training and education assures cultural competence.	<input type="checkbox"/>	<input type="checkbox"/>
10.	An agency which employs persons of color is culturally competent.	<input type="checkbox"/>	<input type="checkbox"/>
11.	Each organization, group, and institution has its own culture.	<input type="checkbox"/>	<input type="checkbox"/>
12.	You can usually tell a person's culture by a person's physical features.	<input type="checkbox"/>	<input type="checkbox"/>
13.	Cultural differences exist and impact the delivery of services.	<input type="checkbox"/>	<input type="checkbox"/>
14.	Each culture has its own way of thinking, and some ways are better than others.	<input type="checkbox"/>	<input type="checkbox"/>
15.	A person of ethnic minority would interpret different cultural behavior better than a person of the mainstream.	<input type="checkbox"/>	<input type="checkbox"/>

Adapted from the People of color Leadership Institute

	All Clients Should Be Treated the Same		Each Person In Family Should Have Equal Opportunity To Express Their Views		All Behavior and Attitudes Are Learned From Person's Immediate Family		Though Many Languages Family Concept Universally Understood	
County Sites	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	18	16	31	3	8	26	19	15
Fairfield	46	17	62	2	14	50	33	29
Georgetown	8	15	23	0	4	19	10	12
Horry	10	7	16	1	2	15	11	6
Oconee	37	32	71	1	7	65	28	44
Pickens	16	9	24	1	2	22	13	12
York	22	8	30	1	7	24	16	14
Site Totals	135	96	227	8	37	197	114	118

	Purpose of Helping Clients to Bring Them Into Mainstream		Understand Culture Through Language - History - Cuisine - Customs		Competent Persons Will Work W/Diff Ethnic Minority Clients		Ethnic Minorities More Attuned Than That of the Mainstream	
County Sites	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	15	19	14	20	11	23	14	20
Fairfield	34	29	28	33	24	38	26	37
Georgetown	6	16	15	8	8	15	9	14
Horry	8	9	3	14	5	12	5	12
Oconee	26	45	26	46	16	56	15	57
Pickens	10	15	7	18	6	19	11	14
York	16	14	13	16	12	18	12	18
Site Totals	99	133	93	139	70	163	80	154

	Obtaining Appropriate Training- Education Ensures Competence		Agency Employing Persons of Color is Culturally Competent		Each Organization- Group-Institution Has Its Own Culture		A Persons Culture Can Be Seen in Persons Physical Features	
County Sites	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	15	19	4	30	34	0	0	34
Fairfield	35	29	16	48	54	9	5	58
Georgetown	11	12	4	19	21	2	1	22
Horry	6	11	3	14	15	2	1	16
Oconee	29	43	5	67	63	8	1	71
Pickens	11	13	4	20	22	2	1	23
York	17	14	8	23	26	4	2	28
Site Totals	107	127	36	198	209	23	9	224

	Cultural Differences Exist and Impact Service Delivery		Each Culture Has Own Thinking - Some Ways Better Than Others		Ethnic Minorities Inter. Cult. Beh. Diff. than Mainstream	
County Sites	Agree	Disagree	Agree	Disagree	Agree	Disagree
Anderson	33	1	14	20	11	23
Fairfield	57	5	32	31	20	42
Georgetown	22	1	6	17	7	16
Horry	17	0	9	8	5	12
Oconee	67	5	27	45	10	62
Pickens	24	1	12	12	9	15
York	27	2	15	15	10	20
Site Totals	220	13	100	133	62	170